

## CURRICULAM VITAE

UNMESH. V .S  
AMPADI  
VALACODU (P O)  
PUNALUR-691331  
KOLLAM,  
KERALA, INDIA-0091-9447503001  
E mail : [unmeshvs@yahoo.co.in](mailto:unmeshvs@yahoo.co.in) or [gmail.com](mailto:unmeshvs@gmail.com). Skype ID:unmesh.vs

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### Career Objective:

To be part of a World Class Hotel, and apply my skills and experience in Hospitality and create a win-win situation for my employer and the client, thereby achieve my career goals.

### Educational qualification:-

- M B A from Madurai Kamaraj University
- Bachelor Degree in Hotel Management & Catering Sc: from C M S College under Bharathiar University, Coimbatore at the year of 2001.
- Pre- Degree Course from S N College under Kerala University, Trivandrum at the year of 1997.
- SSLC from B H S Punalur under Board of Public Examinations Kerala at the year of 1994.

### Career Snapshot & Training Programs Attended;

- Pre-opening and STAR classification experience as a General Manager for more than 7 properties in India.
- Pre-opening opening and star classification experience as a Front Office Manager for CLASSIC AVENUE, Trivandrum, INDRIYA BEACH RESORTS, Cochin ,CLOUD9 RESORTS, Munnar, India.
- Underwent industrial exposure training in food & beverage service at Cidade De Goa, Goa.
- Attended REVENUE MANAGEMENT PROGRAM conducted by Club Mahindra at Corbet on 2010.
- Attended TRAINERS TRAINING program conducted by CORMORANT CONSULTANCY (P) LTD dated on 18thFeb 2009 at Taj Residency, Cochin.
- Participated in Kerala Travel mart of the year 2004, 2006, 2008,2010,2012.
- Participated TTF Bangalore & Bombay 2006,2008,2010,2012.
- Attended several Road show conducted at different destinations in INDIA.

### Professional Experience ( 5 Recent organization )

- ✓ Worked as a consulting GENERAL MANAGER for an upcoming 5\* property "The Prime Park" in AMRAVATI, MAHARASHTRA, INDIA, from January 2019 to Feb 2020.
- ✓ Worked as an EXECUTIVE ASSISTANT MANAGER in MERCURE GRAND HOTEL, DOHA, QATAR. From June 2016 to July 2018.
- ✓ Worked as a GENERAL MANAGER in VITTS Lepebble , Tirupur. (Orchid Group, Mumbai. CMD: Dr. Kammath) ,from April 2014 to June 2016 .
- ✓ Worked in worlds leading RESORTS & HOTEL Group "Golden Tulip Tanzania" as NIGHT MANAGER in Dar Es Salaam, TANZANIA from 10<sup>th</sup> April 2011 to 26th Nov 2013.

#### **Duties and Responsibilities as GENERAL MANAGER / RESORT MANAGER.**

- Responsible for maximizing revenues
- Responsible for preparation of property budget and forecasts. Manages labor standards and property level expenses to achieve maximum flow through to the bottom line profit.
- Explains and manages financial activities. Reconcile all financial accounts.
- Monitors collection of in-house guest balances and direct bill receivables, commission payments by vendors, and issuance of refund checks.
- Participates and monitors monthly inventory of supplies and equipment. Ensures purchases made are within budget and by approved vendors.
- Works with Sales Manager to manage all sales activities of the property and meet revenue objectives. Activities include setting goals, completing competitive surveys, taking reservations and compiling reports.
- Make sales calls as outlined by the Sales Management Teams.
- Identifies and seeks out potential business in local market. Maintains relationships with local companies and key people to increase Homestead's visibility within the local market.
- Coordinates and implements sales and marketing activities of the property.
- Promotes 100% guest satisfaction throughout property. Instills the 100% guest satisfaction objective to OM and hourly associates.
- Ensures that all guest related issues are resolved in a manner consistent with the company's goals and objectives.
- Recruits qualified applicants. Trains employees in accordance with company standards.
- Motivates and gives direction to all employees.
- Communicates all policies and procedures to entire staff. Conducts regular meetings to provide various information including company communications, policy reviews, local property activities, goals, etc.
- Adheres to federal, state and local laws employment related laws and regulations.
- Manages employee personnel forms, including hiring, performance evaluations, payroll and benefits related information, required Federal and State postings, etc.
- Conducts coaching/counseling sessions; performance evaluations; prepares performance improvement plans, disciplinary documentation; conducts terminations.
- Ensures that employee related issues are resolved in a manner consistent with company policies.
- Mentors and develops Operations Manager; provides learning opportunities by assigning new tasks in all General Management responsibilities; evaluates OM's strengths and weaknesses and provides training and on the job tasks to prepare OM for GM opportunities.

- Performs duties in all aspects of hotel operations whenever needed.
- Inspects and documents repairs and cleanliness of property with AGM to ensure optimum upkeep and repair, room cleanliness and overall property appearance.
- Serves as “Manager on Duty” .
- Provides other relief or back-up duties as needed at the hotel including front desk coverage, housekeeping, and other duties to ensure the optimum operation of the property.
- Ability to organize multiple projects; manage and prioritize multiple tasks and meet deadlines
- ✓ Worked in India’s leading Resort “CLUB MAHINDRA” Group as a FRONT OFFICE MANAGER in CLUB MAHINDRA TUSKER TRAILS, Thekkady, Kerala from 15<sup>th</sup> February 2010 to 2<sup>nd</sup> March 2011.
- ✓ Worked as a FRONT OFFICE MANAGER in TRAVANCORE COURT, Owned by Mr. Mohanlal, Film Star Kerala, Cochin from 5<sup>th</sup> Jan 2009 to 16<sup>th</sup> Dec 2009.
- ✓ Was involved for the pre-opening of the Front Office department for a new 4 star property CLASSIC AVENUE, Trivandrum, as a FRONT OFFICE MANAGER from 22<sup>nd</sup> January 2007 to 30<sup>th</sup> October 2008.
- ✓ Worked as a FRONT OFFICE MANAGER in a 4 star deluxe resort ISOLA DI COCCO, Trivandrum. (04-10-2005 to 15-01-2007)
- ✓ Worked as a FRONT OFFICE MANAGER for 2 Years in CLOUD 9 RESORTS 4 Star Category, Munnar, Kerala. (01-11-2003 to 01-09-2005)

#### **Duties and Responsibilities as Front Office Manager:**

- Forecasted trends in occupancy and budget for room sales, average room rate and ensured revenue generation.
- Implemented new strategies to develop the market share and acquired new clientele.
- Created a good working environment for the employees by motivating them through demonstration and frequent training programs.
- Implemented systems and procedures that achieve higher cost efficiency and have the maximum guest satisfaction.
- Monitored daily performance of sale and prepared daily reports as to the performance of sales.
- Ensured through regular monitoring of guest feedback, prompt, efficient and accurate service to all guests.
- Ensured appropriate reports are printed at regular intervals (for updated versions) and carried by GRA, GRS and GRE on duty at the Lobby and are ready to refer when approached by a checking in guest.
- Ensure GRA, GRS and GRE are positioned in the Lobby so that there is effective coordination between them other sub areas and the Guests are met at the Main porch.
- Ensure that GRA, GRS and GRE coordinate proactively with the concierge for airport pickup.
- Ensure that all the operational standards set for all the equipments & processes are followed.
- Work closely with the Sales and Marketing department in the area of promotions, special packages, corporate discounts, new accounts etc.
- Maintain regular contacts with corporate and individual customers, and build

strong relationships with them.

- ✓ Started my career as a Front office Assistant and promoted as Front Office Operation In charge for ABAD PALM SHORE, Kovalam under ABAD Group of Hotels, Kerala.(01-06 -2001 to 30-10-2003).

**Duties and Responsibilities of FOA & FO In charge:**

- Handling the Front Desk operation.
- Check in Check out procedure.
- To note all instructions in the Log Book.
- To follow up log points and leave detailed feedback for the next shift.
- All details in the Registration Card should be complete and accurate.
- Ensure standard talk lines are used as per SOP.
- To be skilled in up selling of rooms and cross selling of other services and facilities in the hotel.
- To inform the Duty Manager of all Scanty Baggage arrivals.
- Ensure messages are handed over to the guests on arrival.
- To follow the standard registration procedure on scanty baggage guests.
- To ensure all credit cards signed imprints are kept in the Cash drawer and the Travel Agent vouchers, Gift Vouchers.
- Analyzing the daily revenue and give the detailed report to Front Office Supervisor / Duty Manager
- Day to day Operations of the Front office & Reservation.
- Verify the Check in & Check out Procedure.
- Daily Checking all the bills, receipts and paid outs.
- Check position / forecast and brief staff on shift.
- To ensure all A&D entries are legibly noted with accurate information.
- To store all used A&D registers in the Front Office Record Room.
- To ensure that a secured mode of payment is taken from high-risk guests.
- To follow the standards and procedures on guest registration.
- Ensure coordination with the Bell Desk for all arrivals so that the luggages are delivered on time.
- To ensure that C-Forms are made for all foreign nationals with accurate information and sent to the Correspondent Dept: every day.
- Co-Ordinate with all Department Heads.
- Allocating day today duties to the staff.
- To assist the Resort Manager, as and when required.
- To sell the rooms to a walk-in on the Best Available rate of the day.
- To ensure all A&D entries are legibly noted with accurate information.
- Daily give detailed report to Resort Manager.

**Computer Knowledge:-**

**Hotel Packages: - Fidelio (6.2), IDS, TSW, Hotelier, Kote Suite, Hot Soft. Word, Excel, Power Point & Internet Knowledge.**

**Languages Known:-**

➤ English –	Read, Speak & Write
➤ Hindi --	Read, Speak & Write
➤ Tamil --	Read, Speak & Write
➤ Malayalam --	Read, Speak & Write

**Personal Details:-**

<b>Father's Name</b>	<b>: M K Vijayan Nair</b>
<b>Mother's Name</b>	<b>: Sasi Kumari</b>
<b>Date of Birth</b>	<b>: 03/05/1979</b>
<b>Sex</b>	<b>: Male</b>
<b>Marital Status</b>	<b>: Single.</b>
<b>Nationality</b>	<b>: Indian</b>
<b>Passport No.</b>	<b>: S3420768</b>
<b>Date of Issue.</b>	<b>: 31-07-2018</b>
<b>Date of Expiry.</b>	<b>: 30-07-2028.</b>
<b>Place Of Issue.</b>	<b>: Trivandrum.</b>

**I hereby declare that all the information's furnished above is true and correct to the best of my knowledge and belief.**

**Yours faithfully**

**UNMESH.V.S.  
+91-9447503001**